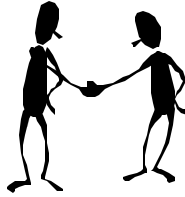


CONFLICT RESOLUTION



During this one day workshop we study the principles behind conflict in the workplace. Utilizing classroom lecture and exercises, we learn to:

- identify and define workplace conflict
- understand the root causes of conflict, and
- learn a variety of techniques to assist in avoiding and resolving conflicts.

Reserve your place for this workshop by contacting your training coordinator or faxing your registration form to:

Central Management Services
Agency Training Section
FAX: (217) 558-0048

Please note! Registration closes seven calendar days prior to each class. Because seating is limited, register early. Classes with less than ten registrants will be canceled.

**Visit our website at
www.state.il.us/cms/2_servicese_edu/ and click on the “Course
Schedule” link for current class dates, times, and locations.**

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